

Fig. 1

Dispatch File
Record
Record
⋮

~30

Exception File
Record
Record
⋮

~32

Invoice File
Record
Record
⋮

~34

Outbound Vehicle File
Record
⋮

~36

Employee File
Record
Record
⋮

~38

Employee Pager File
Record
⋮

~40

Pager Service File
Record
Record
⋮

~42

Automated Dispatch Requests File
Record
Record
⋮

44

Automated Dispatch Responses File
Record
Record
⋮

46

Automated Dispatch Setup File
Record
Record
⋮

~48

Status Limit File
Record
Record
⋮

~49

Fig. 2

Dispatch File

- 1Transport ID Number
- 2Status Flag (= " ", "D", "C", or "F")
- 3Date of Service
- 4Appointment Time (= <time> or "ASAP")
- 5Lead Time
- 6Transport Type (Wheelchair/Basic/AdvancedLifeSupport)
- 7Vehicle ID Number
- 8Driver Employee Number
- 9Attendant Employee Number
- 10Pickup Location
- 11Pickup Latitude
- 12Pickup Longitude
- 13Destination Location
- 14Destination Latitude
- 15Destination Longitude
- 16Time of Call
- 17Time Crew Notified
- 18Time Crew Dispatched
- 19Time Crew En Route to Pickup (Scene)
- 20Time Crew Arrived at Pickup (Scene)
- 21Time Crew En Route to Destination
- 22Time Crew Arrived at Destination
- 23Time Crew Reported as Available
- 24Reason for transport 1
- 25Reason for transport 2
- 26Reason for transport 3
- 27Reason for transport 4
- 28Patient ID number
- 29Name of caller
- 30Contract number
- 31Base rate codes
- 32Mileage rate codes
- 33Extra services rate codes
- 34Billing address codes

Fig. 3A

2025-04-24 14:50:00

Invoice File

- 1Transport ID Number
- 2Date of Service
- 3Vehicle ID Number
- 4Driver Employee Number
- 5Attendant Employee Number
- 6Pickup Location
- 7Destination Location
- 8Time of Call
- 9Time Crew Notified
- 10Time Crew Dispatched
- 11Time Crew En Route to Pickup (Scene)
- 12Time Crew Arrived at Pickup (Scene)
- 13Time Crew En Route to Destination
- 14Time Crew Arrived at Destination
- 15Time Crew Reported as Available
- 16Reason for transport 1
- 17Reason for transport 2
- 18Reason for transport 3
- 19Reason for transport 4
- 20Patient ID number
- 21Name of caller
- 22Contract number
- 23Base rate codes
- 24Mileage rate codes
- 25Extra services rate codes
- 26Billing address codes

Fig. 3B

Outbound Vehicle File

- 1Vehicle ID Number
- 2Transport ID Number

Fig. 3C

Employee File

- 1Employee ID Number
- 2Employee Name

Fig. 3D

Employee Pager File

- 1Employee ID Number
- 2Pager Service Code Number
- 3Pager PIN Number
- 4Pager Phone Number
- 5Text or Alpha ("T" or "A")

Fig. 3E

Pager Service File

- 1Pager Service Code Number
- 2Pager Service Modem Number
- 3Pager Modem Login ID
- 4Pager Modem Password
- 5Pager Modem Baud Rate
- 6Pager Modem Word Length
- 7Pager Modem Stop Bits
- 8Pager Modem Script Name

Fig. 3F

Automated Dispatch Requests File

- Message Packet Key Code
 - Terminal ID Number
 - Transport ID Number
 - Unique Sequence Number (000)
- Message Body

Fig. 3G

Automated Dispatch Responses File

- Message Packet Key Code
 - Terminal ID Number
 - Transport ID Number
 - Unique Sequence Number (000)
- Message Body

Fig. 3H

Automated Dispatch Setup File

- 1 Company Code
- 2 Dispatch Advance Action Setting (minutes)
- 3 Monitor Status Late Activity ("Yes"/"No")
- 4 AVL Port Operating System Name
- 5 AVL Port Lock File Name

Fig. 3I

Exception File

- 1 Transport ID Number
- 2 Exception code

Fig. 3J

Status Limit File

- 1 Company Code
- 2 Notified limit (minutes)
- 3 Dispatched limit (minutes)
- 4 En Route to Pickup limit (minutes)
- 5 Arrived limit (minutes)
- 6 En Route to Destination limit (minutes)
- 7 At Destination Limit (minutes)
- 8 ASAP Limit (minutes)

Fig. 3K

2025-04-24 14:30:00

From CAD

record code = 01

record ID = transport number + terminal number + sequence (000)

transport / vehicle type (als / bls / w/c)

pick up address

pick up city

pick up state

pick up zip code

quantity of vehicle to return from search

CRC

Fig. 3K-1

From AVL

record code = 02

record ID = transport number + terminal number + sequence (000)

vehicle string (sorted closest to farthest away from address)

CRC

Fig. 3K-2

08030645-120497

From CAD

record code = 10

record ID = transport number + terminal number + sequence (000)

vehicle ID number

pick up address

5 **pick up city**

pick up state

pick up zip

destination address

10 **destination city**

destination state

destination zip

CRC

Fig. 3L-1

From AVL

record code = 11

record ID = transport number + terminal number + sequence (000)

route string

CRC

Fig. 3L-2

02030544-120407

POLYMER LETTERS

record ID = transport number + terminal number + sequence (000)

transport number**appointment time**

patient name

10 **pick up street address**

pick up state

destination street address

destination state

reason for transport 1

20 reason for transport 3

time of call

dispatched

arrive pick up

arrive destination

route message

Fig.
3m-1

record code = 31

CRC

Fig
3M-2

SECRET 30250

From AVL

record code = 40
record ID = transport number + vehicle ID number + sequence (000)
vehicle ID number
transport number
5 date of service
appointment time
transport type
patient name
patient phone number
10 pick up street address
pick up city
pick up state
pick up zip code
destination street address
15 destination city
destination state
destination zip code
reason for transport 1
reason for transport 2
20 reason for transport 3
reason for transport 4
time of call
notified
dispatched
25 in route
arrive pick up
in route
arrive destination
available
CRC

Fig. 3Q-1

From CAD

record code = 41
record ID = transport number + vehicle ID number + sequence (000)
vehicle ID number
CRC

Fig. 3Q-2

From AVL

record code = 20

record ID = transport number + vehicle number

status level (1 - 8 from mobile data terminal switch device)

CRC

Fig. 3R-1

From CAD

record code = 21

record ID = transport number + vehicle number

status level (1 - 8 returned for acknowledgment)

CRC

Fig. 3R-2

120644-1042

record code = 50
record ID = vehicle number
CRC

Fig. 3P-1

record code = 51
record ID = vehicle ID number
vehicle ID number
transport number
transport type
appointment time
transport status code
transport status time
driver employee number
attendant employee number
patient name
pick up address
pick up city
pick up state
pick up zip code
destination address
destination city
destination state
destination zip code
CRC

Fig. 3P-2

Year	1970	1971	1972	1973	1974	1975	1976	1977	1978	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100
1970	1971	1972	1973	1974	1975	1976	1977	1978	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	

From CAD

record code = 60
record ID = vehicle ID number
vehicle ID number
transport number
5 transport type
appointment time
transport status code
transport status time
driver employee number
10 attendant employee number
patient name
pick up address
pick up city
pick up state
15 pick up zip code
destination address
destination city
destination state
destination zip code
CRC

Fig. 30-1

From AVL

record code = 61
record ID = vehicle number
CRC

Fig. 30-2

08030643-430402

Open AVL port

170 ~ Responses and
Requests File

(A)

172 ~ Read Record from
Requests File

174 ~ End of File?

YES

(B)

Fig. 6B

NO

Write Record

176 ~ to AVL port

178 ~ Set Counter = 0

180 ~ Acknowledgment
Received?

YES

181
Delete record
from requests file

(B)

Fig. 6B

NO

Counter =

182 ~ Counter + 1

NO

Counter > 2? ~ 184

YES

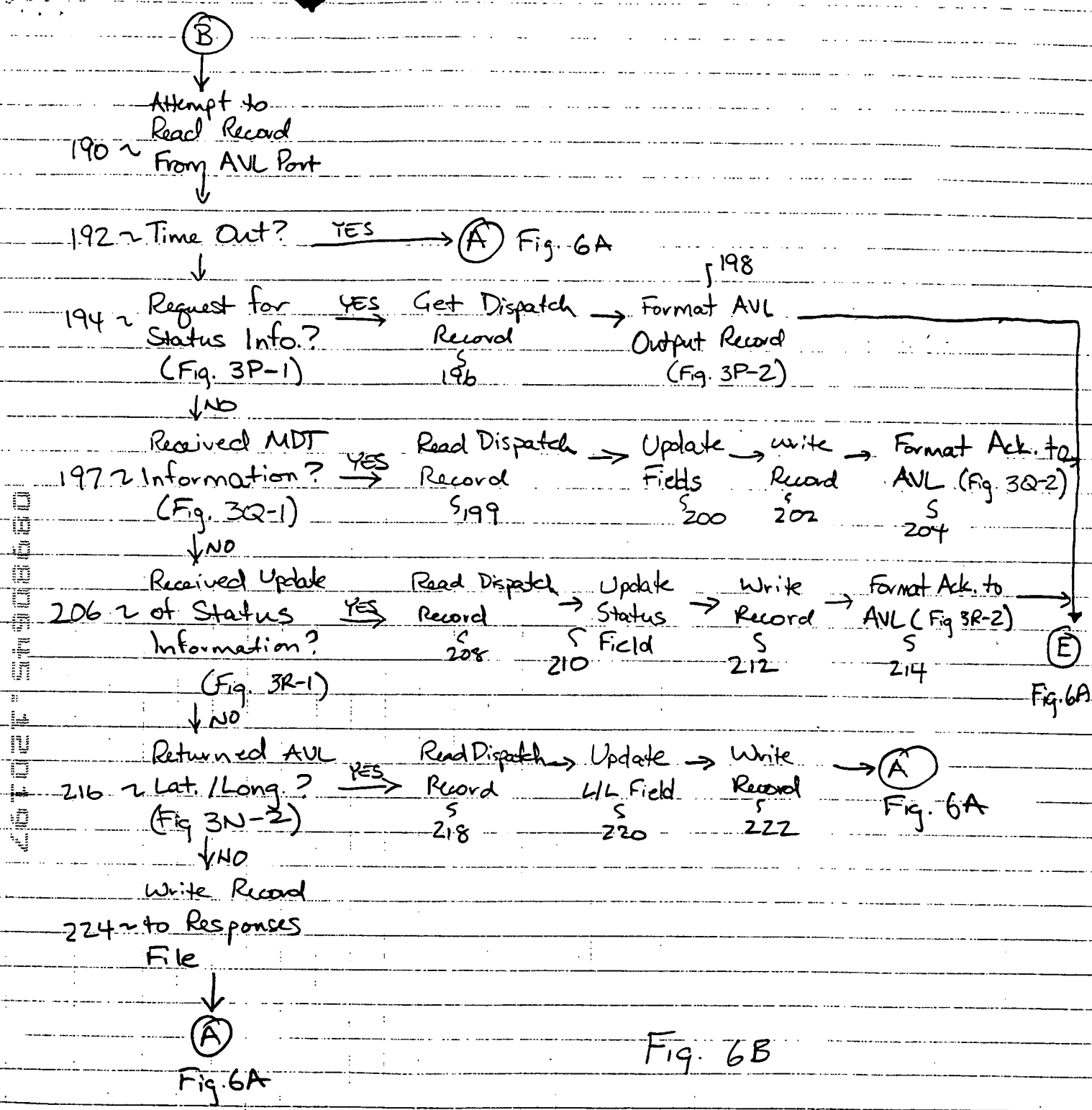
186 ~ Format Exception
Record

188 ~ Write Exception
Record

(B)

Fig. 6B

Fig. 6A



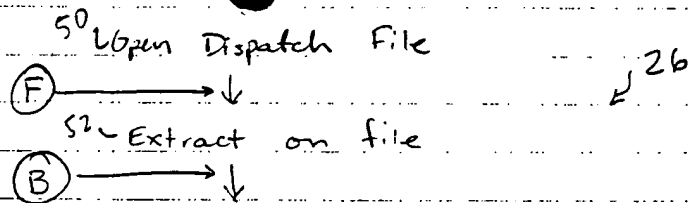


Fig. 4A

54 ~ Get dispatch record (Fig. 3A)

56 ~ EOF?

Yes → (F) Fig. 4A

No ↓

58 ~ Is record idled in exception file?

Yes → (B) Fig. 4A

No ↓

60 ~ Is record status = prescheduled?

No → (B) Fig. 4A

Yes ↓

62 ~ Is record from current company?

No → (B)

Yes ↓

64 ~ Is record ASAP, or is (current time) - (appointment time) less than or equal to the (lead time) + (advance action time)?

No → (B) Fig. 4A

Yes ↓

Request N closest vehicles from AVL which can handle job. (Fig. 3K-1)

↓

68 ~ Obtain the AVL response (Fig. 3K-2)

↓

Scan vehicles identified by AVL to locate an available vehicle

None found → (A) Fig. 4A

Found ↓

Update dispatch record: enter vehicle and crew; change status to "D"; store time; update outbound vehicle file

↓

74 ~ Create pager data Initialize page counter → (C) Fig. 4B

(A) ↓

Write record to exception file (Fig. 3J) with reason code

80 ~ ↓

(B) Fig. 4A

③

76 ~ Increment pager
Counter

78 ~ Is pager counter
greater than 3?

Yes → (A)
Fig. 4A

↓ No
Reference
employee pager file (Fig. 3E)
80 ~ and pager service file
(Fig. 3F) to send page

82 ~ Page sent OK? No → (C)
Fig. 4B
↓ Yes

84 ~ Initialize route
Counter

(D) →

86 ~ Increment route
Counter

88 ~ Is route counter
greater than 3? Yes → (A)
Fig. 4A
↓ No

Request route from
90 ~ AVL for selected
vehicle to destination, and wait.
(Fig. 3L-1)

92 ~ Route received? No → (D)
Fig. 4B
↓ Yes (Fig. 3L-2)

Create vehicle MDT

94 ~ message with
patient data, directions
route, other info.
(Fig. 3M-1)

96 ~ Initialize MDT
counter

(E) →

98 ~ Increment MDT
counter

Fig. 4B

100 ~ Is MDT counter
greater than 3? Yes → (A)
Fig. 4A
↓ No

Send AVL request
102 ~ for MDT message
to vehicle (Fig. 3M-1)

104 ~ MDT confirmation
received? (Fig. 3M-2) No → (E)
Fig. 4B
↓ Yes

Store dispatch time.
106 ~ Request Lat./Long.
of vehicle from
AVL (Fig. 3N-1)

(B)
Fig. 4A

120 ~ Open Dispatch File

(C) →

122 ~ Extract on file

(B) →

Get dispatch

124 ~ record (Fig. 3A)

↓

126 ~ EOF?

→ (C)

Fig. 5

128 ~ Is record idled in exception file?

Yes

(B)

Fig. 5

↓ No

130 ~ Is record status = dispatched?

No

(B)

Fig. 5

↓ Yes

132 ~ Is record from current company?

No

(B)

Fig. 5

↓ Yes

134 ~ Has vehicle reported as arrived?

Yes

↓ No

136 ~ Is this an appointment or ASAP record?

ASAP

p. 138

Appointment

137 ~

Compare (appointment time) and (current time) to determine whether vehicle is late.

Vehicle Late

↓

(A)

Fig. 5

Vehicle Not late

↓

No

140 ~ Status late monitoring enabled for company?

↓ Yes

Compare limit setting for current status to

Vehicle Late

(A)

Fig. 5

142 ~ (current time) -

(status time) to determine whether vehicle is late.

Vehicle Not Late

28

Fig. 5

(A)

Write record

to exception

160 ~ file (Fig. 3J)

with reason code

↓

(B)

Fig. 5

Has vehicle reported as available?

No

(B)

Fig. 5

144

↓ Yes

Mark record as

finished and write

146

to dispatch file. Delete record from outbound vehicle file

Create invoice record

(Fig. 3B) from dispatch

148

record and write to invoice file

↓

150 ~ Notify AVL of new vehicle status (Fig. 30-1)

(B)

Fig. 5